

**From:** Shannon Family  
**To:** Microsoft ATR  
**Date:** 12/11/01 3:37pm  
**Subject:** Glad to Hear It

To Whom It May Concern:

For a while when Microsoft was first being tried, I believed that the company should be convicted. It seemed that they were most certainly a monopoly based upon the fact that one could only commercially buy a PC with Windows in it, and that Microsoft bundled much of their software with the operating system. While I was too young to fully understand it at the time, I had also heard that Microsoft engaged in some blatantly monopolistic practices. Then the case seemed to fade from the public eye, and I personally forgot about it for some time. Just recently it became important again, and I heard that the trial was coming to an end. After having spent five more years on the computer and having experimented with Macintosh & Linux operating systems, I decided that Microsoft was not a monopoly at all. The company produces a product that is superior for their target audience, is the most readily available and most widely supported on the market, and is easier for those who have little or no computer experience to use. The company cannot be blamed for this, and it is therefore in the best interest of the computer industry and the consumers to just leave things as they are. I hope that the ruling is not changed, and that Microsoft can continue to improve their operating systems (hopefully improving in leaps and bounds, like the move from Windows 9x to XP) and their hardware for many years to come.

Sincerely,  
Dan Shannon